



## Casework Overview

### What can we help with?

Members of Congress are a crucial line of advocacy for their constituents. We work with federal agencies and other government entities to address irregularities, delays, and emergencies.

Here are some common things we help with:

- Expediting work permits so you don't lose a job
- Expediting family and spouse visa applications when you are facing a humanitarian situation or severe financial loss
- Facilitating reviews of benefit denials like Social Security or Medicare
- Clarifying unexpected charges or changes to benefits
- Checking on the status of a pending form or request, such as your tax return, VA request, Social Security payments, public health insurance, and more

We **cannot** help with pending legal issues in front of a court, nor can we approve, deny, or change decisions outside established administrative processes.

### What agencies or governments are covered?

We can work with any and all federal agencies, as well as non-federal agencies that are working on federal-adjacent or federally-funded programs. Here are the most common agencies we work with:

- US Citizenship and Immigration Services
- US Department of State
- Internal Revenue Service
- Social Security Administration
- Bureau of Prisons
- Medicare and Medicaid
- Immigration and Customs Enforcement
- US Postal Service

### What do we need from you?

We will always need a signed privacy release form listing a valid address in the Fifth District. Depending on the nature of your issue, we may also need records, personal statements, or supporting documents. Please contact the appropriate caseworker to get the privacy form and determine what else is needed for your case.

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Immigration & passports  
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